



IT HELP DESK TECHNICIAN

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| Reports to: | Manager, Technology Support Services | | |
| Dept: | Information Technology Services | Range: | 17 |
| FLSA: | Nonexempt | EEO: | Technical and Paraprofessional |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, plan, organize and provide IT help desk services including first-contact technical assistance involving computers and mobile device software and network connectivity; route helpdesk technical support trouble tickets to appropriate Information Technology Services (ITS) staff; respond to requests for information and support regarding student services programs, policies and other matters; provide back up support to the employee help desk; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Provide first point of contact to operate and oversee processes for logging incoming requests via phone, email or chatroom; triage student and employee requests following established procedures and perform a wide range of corrective actions or route to other departments or ITS staff for resolution.
3. Identify and determine the severity of problems, troubleshoot and apply a full range of corrective actions, and initiate support tickets to appropriate ITS staff members to resolve issues; maintain problem-resolution plans; track problems to technical resources; keep users updated on problem-resolution status; evenly distribute support tickets to ITS staff members.
4. Provide technical support to students having problems with campus online systems,

software, connectivity, remote access and computing devices; ensure IT help desk service during standard hours of operation as well as high-demand periods including enrollment, the beginning of a new term, or broad implementations such as new or system upgrades; keep users updated of problem-resolution status.

5. Develop, edit and update the IT Help Desk website; develop and maintain a knowledge base of frequently asked questions and training tools in Chatbot and on the website.
6. Maintain working knowledge of online campus systems as well as their respective policies and procedures; attend training sessions as needed.
7. Respond to requests for information from students, employees, and the public regarding district and student support programs, policies, procedures and regulations; assist students and employees with completion and electronic submission of applications and forms; check status of course pre-requisites, status of payments and waivers and other issues impacting student accounts.

OTHER DUTIES:

1. Document all user requests by creating a knowledge base of past problems and solutions.
2. Compile information, make computations, establish and maintain files.
3. Prepare a variety of narrative and statistical reports, records and summaries.
4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Operations and functions of a help desk, including help desk software and functionality.
2. Extensive knowledge of the district's student and employee information systems.
3. Personal computers (district standard software and hardware), web/internet (software, web pages/HTML), common browser operations and email.
4. Customer service and telephone techniques and etiquette.
5. Standards, methods, practices and techniques for troubleshooting and triaging system, computer software/hardware problems and device errors and failures applicable to assigned help desk responsibilities.
6. Basic operating systems, characteristics, commands and components applicable to the District's computer platforms.
7. Basic practices and methods of systems and procedures for establishing network connectivity.
8. District organization, operations, policies and objectives including basic functions and

procedures of student services departments and support programs at all District campuses.

9. Applicable copyright rules and regulations.
10. Modern recordkeeping and office practices, procedures and equipment.
11. Basic math.
12. Applicable sections of the state education code and other applicable laws including privacy (FERPA).
13. Safety policies and safe work practices applicable to the work.
14. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary and basic technical writing.

ABILITY TO:

1. Troubleshoot hardware, software and network connectivity issues on multiple operating systems and computing devices and provide routine technical support.
2. Obtain accurate and complete information from customers, telephone, email, and Chatbot to identify their needs and problems and develop responses, solutions and referrals.
3. Analyze problems, evaluate alternatives and make sound recommendations.
4. Respond calmly, tactfully, efficiently and creatively to a variety of students, faculty, staff and administrators in a high demand environment with many interruptions.
5. Assist students with basic student services activities or provide referrals to appropriate department to resolve issues.
6. Learn new computer and technical support information quickly and convey it to others.
7. Plan and prioritize projects and work independently with directions from supervisor.
8. Maintain confidentiality of District, employee and student files and records.
9. Understand and follow oral and written directions.
10. Multi-task and prioritize projects.
11. Interpret, apply and explain rules, regulations, policies and procedures.
12. Prepare reports by gathering and organizing data from a variety of sources.
13. Maintain a variety of files, records and statistics.
14. Perform basic arithmetic calculations.
15. Communicate effectively, both orally and in writing.
16. Operate a computer and standard business software.
17. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

18. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, and at least one year of responsible experience in the operation of computer help desk services that involves providing user support; or an equivalent combination of training and experience. An associate degree is preferred.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Not applicable

CONTACTS:

Faculty, students, staff and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communication personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility during day and/or evening hours with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.